

Information Technology Managers Council

Minutes August 3, 2016 8:30 a.m. State Capitol - Room 137

Members Present:

Kim Moog, DLI, Chair
Ron Baldwin, SITSD/CIO
Tim Bottenfield, DOR
Mike Bousliman, MDT
Joe Chapman, DOJ
Dan Chelini, DEQ
John Daugherty, COR
Sky Foster, AGR

Dan Forbes, DPHHS
Kreh Germaine, DNRC
Larry Krause, DOC
Angie Riley, MPERA
Stacy Ripple, MSF
Mark Van Alstyne, SOS
☞ Matt Jackson, GOV
☞ Lisa Mader, JUD

Staff Present:

Jennifer Schofield

Guests Present:

Ryan Betcher, Ryan Bahnmler, Carol Schopfer, Cheryl Pesta, Ben Callahan, Ambrose Wallace, Kelly Patzer, Veronica Lawka, Amber Conger, Audrey Hinman, Chris Bacon, Venkat Uppuluri, Dan Rozsa, Sue Hall, Becki Kolenberg, Greg Snortland, Jason Pekovitch, Tom Marino, Manuel Soto, Chuck Sollars, Darrin McLean, Patrick Miclea, Miki Cestnik, Aubrey Curtis, Hannah Nishek, Amanda Sayler, Daryl Olsen, Steve Larsen, Dustin Ostberg, Tiffany Fox, Andrea Keno, Matt Pugh, Justin Porter, Brad Vasel, Pat McGlenn, Chris Hope

☞ Real-time Communication:

Maryann Costello, Matthew Grimm, Erika Billiet, Anne Kane, Maura Gruber, Beth Stephenson, Art Clark, Christi Mock, Cindy Petersen, Sean Rivera, Theresa Bousliman, Dave Johnson, Tyler Weingartner, Dave Nagel, Yvette Englert, Danny Straw, Zach Day, Michael Jares, James Thomas, Jay Thomas, Jeff Thomas, Judy Kelly, John Levick, Jessica Plunkett, Jerry Steinmetz, Thomas Judge, Steve Larsen, Peder Cannon, Penne Cross, Phillip English, Mick Peterson, Tammy Peterson, Randy Haefka, Raymond Carlson, David Swenson, Robert Cash, Edward Sivils, Sue Leferink, Erin Stroop, David Good, James Zito, Lisa Vasa, Jack Marks, Mary Gilbert

Welcome and Introductions

Kim Moog welcomed the council to the August 3, 2016 ITMC meeting. All members and guests were introduced.

Minutes

Tim Bottenfield made a motion to approve the June 1, 2016 minutes as presented. Angie Riley seconded the motion. Motion carried.

State CIO Update

Ron Baldwin gave a brief summary on the Enterprise IT Convergence Project. Tammy Stuart, project manager, has accepted a new position with LEG. SITSD will be positing the project manager position. Duties will include the legislative finance reporting, as well as the Convergence Project. Jennifer Schofield, Amber Conger and Matt Van Syckle will be taking the lead on the project during the interim. Please visit ITConvergence.MT.Gov for any information regarding the project.

SITSD is automating the Information Technology Procurement Request (ITPR) process. The automated process should begin within 30-60 days.

Business

Managed Printer's and Multi-Function Device Pool

Ryan Bahnmitter and Ryan Betcher updated the council on the new managed printer's contract with 360 Office Solutions. Mr. Bahnmitter explained this is not an exclusive contract.

Mr. Betcher handed out a catalogue to the council. The catalogue includes the price savings Print and Mail is estimating due to the new contract. There are many different options agencies can choose from for printers/copiers. Agencies have the option to purchase or lease new machines. If you purchase the machine you will have a four-year contract. If you lease, the contract will be 36 months. Within the next 60 days, 360 Office Solutions will be replacing the 273 Toshiba copiers currently in each agency with Kyocera copiers. 360 Office Solutions is currently performing onsite evaluations of all machines to establish the needs of each agency.

Q: Kim Moog: what happens if our current lease runs past the 60 days?

A: Mr. Betcher: we should have all the machines replaced in the next 60 days. If not, Kelly Imagining will extend the contract. We are contacting agencies and their IT staff to begin the replacement process.

Mr. Betcher continued, 360 Office Solutions will be taking over the billing on all machines. The new contract will cover the State of Montana, not just Helena. The service response time will be 2 hours, in most locations.

Q: Kim Moog: will the billing be based on coding?

A: Mr. Betcher: yes, we can setup the machines to code the billing.

Q: Mike Bousliman: can you clarify what is in this contract in regards to the Multi-Function Printers (MFP)?

A: Mr. Betcher: all units on the new contract are MFP's.

Q: Mike: you stated this is a non-exclusive contract. Does that give us the latitude to keep our current machines and contracts?

A: Mr. Betcher: currently, there is a statute that Helena based agencies will use Print and Mail contacts for services offered. If you are going to use a different vendor you should seriously consider the pricing on each contract.

Q: Mike: I understood the statute to include only copiers; possibly it is an outdated statute. How would printers fall in line with the statute?

A: Mr. Betcher: you are correct; the statute is outdated and will need to be revised.

Q: Sky Foster: what services are offered with the click charge?

A: Mr. Betcher: the charge covers maintenance and toner.

Q: Ron Baldwin: I believe these machines will be hooked up to the network. Is there software that will notify you when machines need serviced?

A: Mr. Betcher: yes, Print and Mail is setting up a server for these services and 360 Office Solutions will be able to use that information for billing purposes.

Mr. Bahnmitter followed up on Mike Bousliman's statute question. The statute only covers the Capitol area. The goal for managed print is to take a holistic approach for savings for the State of Montana. Going back to Ron's question; if a printer has been jammed for 20 minutes, 360 Office Solutions will receive a notification to follow-up with the customer to ensure service is not needed.

Ron commented that the ability of managed print and the automatic functionality to monitor the status of the printer should reduce the amount of time agencies need dedicated employees to fix these types of issues.

Q: Mark Van Alstyne: has there been a risk assessment completed on this project?

A: Mr. Betcher: yes, we have been working with SITSD.

Lynne Pizzini commented that SITSD has diligently looked at this project. Security is our utmost concern. The network will be secured.

Enterprise Content Management (ECM) Update

Audrey Hinman updated the council on ECM migration. Please review the schedule posted at <http://sitsd.mt.gov/Governance/Boards-and-Councils/ITMC>. The deadline has extended from September to December 2016 to give agencies a few more months to test. There is a weekly call for agencies to attend and ask any questions they may have regarding this project.

Oracle Discoverer End of Life

Audrey Hinman explained that Oracle Discoverer will be turned off at the end of the calendar year, which is 18 months after the deprecation of Oracle Discoverer by Oracle. We have not been upgrading the environment because we did not buy their extended support. Therefore, we need to turn that service off to reduce our risk. We must migrate to Oracle 12c and that system does not support Discoverer.

Oracle released a deprecation date for Oracle Reports for October 2020. SITSD has the option to purchase an extended support until October 2023.

Siteimprove Implementation

Audrey Hinman announced that Siteimprove is now available for websites hosted through the enterprise website hosting environment. Siteimprove will review websites and point out errors, such as broken links and spelling errors. Open a case with SITSD service desk if you would to begin utilizing this tool.

Enterprise IT Convergence

Amber Conger reminded the council that she will be the primary contact for any questions related to convergence. There is a dedicated email address for the project ITConvergence@MT.Gov all correspondence may directed to this address. Inventory worksheets were emailed to agencies in regards to the Northwestern Energy and DEQ energy grants. Please email your completed worksheets to the email address above no later than close of business August 12, 2016.

Jerry Marks would like agencies to be aware that in conjunction with the project, SITSD will be rolling out vRealize automation. This software is for agencies on the shared environment that do not have enough virtual servers to be able to use a Virtual Server Platform (VSP). This software gives agencies the ability to control their virtual servers within the shared environment.

Mobile Device Management (MDM) Update

Jerry Marks updated the council on the MDM project. 855 devices have been enrolled. 0 devices have been compromised. 1,285 devices need to be enrolled before September 30, 2016. iOS enrolled devices may utilize the Boxer application which allows users to store the passcode on the application versus the device. If you would like to test this application, please place a ticket with the service desk. AirWatch will be hosting a workshop for the agencies on August 24-25, 2016 in Mitchell Room 53. SITSD will send an invitation out to the MDM administrators.

2016 IT Conference

Amber Conger and Jennifer Schofield updated the council on the IT Conference. Amber reminded the council that the IT Conference will be held December 12-16, 2016 at the Radisson Colonial Hotel. Currently, sponsors and vendors are registering. We will notify everyone when general registration opens. In addition, a save-the-date will be sent. There will be early registration at a reduced rate and we will be limiting registration to 500 attendees'. ITConference@MT.Gov is the project mailbox where all communications can be sent.

Standing Reports

MT-ISAC Update

Joe Frohlich gave a brief update on the council. Joe will be sending information to the best practices workgroup regarding the data loss protection template. Security Policy assessment tool pilot ended. The Hardening of Devices document has been updated. Please review the Acceptable Use and Rules of Behavior document found at <http://sitsd.mt.gov/Governance/ISAC> and send comments to Joe. MT-ISAC will meet Tuesday August 16, 2016.

Enterprise IT Financial Workgroup (EITFW)

Kim Moog updated the council on the workgroups last meeting. The workgroup discussed drivers for change between biennium's, disclaimers for the executive budget and reconciliation.

eGov Workgroup

Ron Baldwin updated the council on the meetings of the workgroup. Joe Chapman is the new chair of the workgroup. The current Montana Interactive (MI) contract is being discussed. The workgroup will present to the Information Technology Board (ITB) on September 8, 2016. ITB has asked for the contract and any financial transparency connected to MI.

Asset Management and Inventory Workgroup

Carol Schopfer discussed that the workgroup has completed a draft Request for Information (RFI).

Legacy Systems / End of Life Planning, Stuart Fuller – no update this month

Adjournment**Next Meeting**

September 7, 2016, 8:30 a.m.
Capitol Building, Room 152

Member Forum/Future Agenda Topics

ITPR Automated Process Update
Oracle Updates
GovDelivery

Public Comment

None

Important Deadline Review

Please review the important deadline located on the back of the agenda.

Action Item: Jennifer Schofield will update the list to incorporate the Oracle deadline of 2023.

Adjourn

The meeting adjourned at 10:00 a.m.